

Docket No. AUS920030302US1

ABSTRACT OF THE DISCLOSURE

**METHOD OF DISPLAYING REAL-TIME SERVICE LEVEL PERFORMANCE,
BREACH, AND GUARANTEED UNIFORMITY WITH AUTOMATIC ALERTS
AND PROACTIVE REBATING FOR UTILITY COMPUTING ENVIRONMENT**

The present invention provides a method, apparatus, and computer program product for displaying real-time service level performance, breach, and guaranteed uniformity with automatic alerts and proactive rebating for a utility computing environment. Service level agreement parameters, based on a service level agreement between a customer and a service provider, are used to identify discrepancies in a promised service level for the utility computing environment. A real-time view of a current service level and the promised service level for the customer are displayed. When a discrepancy between the promised service level and the current service level occurs, a rebate is generated for the customer. Alerts identifying the discrepancy and its root cause are provided to the customer and the service provider for the discrepancy. Alerts may also be provided prior to the occurrence of the discrepancy so that an action may be performed to eliminate the potential discrepancy.